



## **East Longmeadow Town Council**

Kathleen Hill, *President*

Michael Kane, *Vice-President*

Donald Anderson  
Paul Federici  
Joseph Ford  
Kevin Manley  
Thomas O'Connor

**Town Manager Performance Evaluation**  
**May 9, 2018 – November 13, 2018**

## **Narrative Evaluation**

Responses to each question reflect responses of the seven Town Council members who completed the Town Manager's Performance Evaluation. Responses follow by a number in parentheses () indicate the frequency of a response.

**1. Identify two (2) strengths that you feel the Town Manager possesses in terms of results achieved during the rating period.**

- 1) Attendance record at TC meetings and special EL Town events is very good
  - 2) Putting forward East Longmeadow to both the community and government bodies in a positive way
  - 3) Striving to modernize Town Hall and how things are done
  - 4) Skill in Dealing with department heads
  - 5) Ability to work within budget demands
  - 6) Ability to build a leadership team of department heads who work collaboratively toward common goals
  - 7) Refining the budget development process to begin earlier and include work session with the Council
  - 8) None
  - 9) She cares about the community and has put the time and effort into making positive changes
  - 10) Customer service has improved under her leadership
  - 11) Denise established a review process for employees providing feedback to employees in personal meeting and also conducts continual feedback with employee as they progress in their capacity
  - 12) Denise has provided ample training opportunities for staff including "Preventing Harassment" OSHA and dealing with difficult people
-

14) Continue to focus on time management. Although this can be difficult as priorities constantly change this can be an area to continue to work on diligently

15) Develop and implement succession planning to ensure that there is limited potential for intellectual loss if employees, leave or change positions

**3. List up to two (2) suggestions you would offer the Town Manager to enhance performance.**

1) Work with Town Council in a much more collaborate way.

2) Much Better oversight/Management of the Budget, Enterprise and Revolving funds do not increase to ensure Council direction and votes are carried out and adhered to by Town Manager and all Depts, Committees, Boards

3) Keep all members in the Town Council aware of matters that would be of concern to the community. Not knowing that the HR person is gone for example.

4) Make a point to meet quarterly with each Council member one on one. If the member can't meet at least the effort was made.

5) N/A

6) Involve the Council or Officers in discussions prior to making major decisions (this is not meant to micro-manage /usurp managers authority)

7) Be collaborative

8) Stop being less than truthful

9) Put the Town Hall staff back to original state

10) Adhere to the budget

11) Focus on big picture and trust the people around you to help achieve the goals of the town

12) Continue to work hand in hand with the Council. Keep the Council informed of developments within the operations of the town

- 11) Rewrite the Charter to reduce power for the Town Manager
- 12) Consult with individuals with more experience on subject matters that the Town Manager has limited knowledge
- 13) Put the Town staff back to 90% of prior condition and repair the current morale
- 14) Work on reducing nonresidents from entering our schools
- 15) Take more care in hiring key staff
- 16) Keep improving customer service
- 17) Surround yourself with people that want be here and care about the community
- 18) Look to implement '360 degree feedback' for Managers
- 19) Begin to develop and implement a succession plan for Department Heads. This plan will ensure that there is a smooth transition in the event employees leave their positions either from promotion, resignation or retirement
- 20) Continue to provide all information requested by the Council in a timely manner if this is not possible inform the Council immediately

### **Evaluation Review and Signatures**

The signature of the Town Manager denotes acknowledgement of review and receipt of the Annual Performance Evaluation with the Town Council President.

\_\_\_\_\_  
**Denise Menard, Town Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Kathleen Hill, Town Council President**  
11/16/18 TOC

\_\_\_\_\_  
**Date**